

# LITS's Device Support Cycle

Last Modified on 05/23/2024 12:57 pm EDT

This article reviews LITS's **device support cycle** and **how support changes** throughout the lifetime of a device.

## See also:

- [Common hardware issues](#)
- [LITS Computer Replacements](#)
- [Standard computers and accessories](#)

## Support cycle

Every College-owned device (indicated by the presence of an [asset tag sticker](#)) is supported for a **predefined number of years** after its purchase, dependent on the device type:

- [Primary computers \(laptops and desktops\): 4 years](#)
- [Non-primary laptops: 4 years](#)
- [Non-primary desktops: 6 years](#)

**How are these support cycles decided?**

**Why are [primary](#) and [non-primary](#) desktops different?**

## Unsupported devices

Once a device has reached the end of its support cycle, it is considered **unsupported** and subject to [courtesy support](#).

## When does this occur?

To determine when a device will be **unsupported**:

1. Find the **first two numbers** of its [asset tag](#)
  - These numbers indicate the [fiscal year](#) the device was purchased in.
2. **Subtract 1** from the [fiscal year](#) to get the calendar year (of purchase)
3. Add the device's **support cycle**
4. Voila! The device in-question will become **unsupported in the Summer** of that year

Need an example?

## Replacement cycle

In order to ensure **unsupported** devices are cycled out of active use, College devices are **reviewed and replaced** as they reach the end of their support cycle.

To that end, LITS annually:

- reviews our [standard models and accessories](#) to ensure the configuration is suitable for average use
- contacts **individual users** to begin the [computer replacement process](#)
- contacts **department heads** and **academic administrative assistants** to review currently deployed assets

## Courtesy support

When you [contact LITS](#) for an **unsupported** device, its period of courtesy support begins and **lasts for 6 months**. During this time:

- our inventory will be updated to reflect the device's **courtesy support status**
- a **new** ticket will be created to track, and assist with, the replacement of the device
- any **hardware repairs** must be funded by your department, as any warranty has since expired
- any support-related tickets will be limited to **two 30-minute appointments**

**After this 6 month period has ended:**

## Why 6 months?

## Exemptions

Devices that cannot upgrade to a **supported operating system** (defined by the manufacturer), are exempt from courtesy support. Thus, **no support will be rendered** besides assisting with the replacement process.

Current (un)supported operating systems can be seen here:

- Windows: <https://endoflife.date/windows>
- macOS: <https://endoflife.date/macOS>

## Questions?

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk!**

**Phone:** 610-526-7440 | [Library and Help Desk hours](#)

**Email:** [help@brynmawr.edu](mailto:help@brynmawr.edu) | [Service catalog](#)

**Location:** Canaday Library 1st floor